

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6723
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 20, 2023

Subject: N232421270 - Customer Satisfaction Program
Passenger Side Roof Panel Joint

Models: 2024 Chevrolet Silverado
2024 GMC Sierra

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232421270 today with an interim inspection. The total number of U.S. vehicles involved is approximately 3,067.

Vehicles involved in this field action were placed on stop delivery October 19, 2023. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 20, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N232421270 Passenger Side Roof Panel Joint



Release Date: November 2023

Revision: 00

Attention: Vehicles involved in this program were placed on stop delivery October 19, 2023. Once the vehicle has passed the inspection, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This program is in effect until December 31, 2025.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2024	2024		
GMC	Sierra	2024	2024		

Involved vehicles are marked “Open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2024 model year Chevrolet Silverado and GMC Sierra vehicles may have a roof panel split on the passenger side.
Correction	Dealers are to inspect the passenger side roof panel and if necessary, MIG weld the split.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107019	Inspection Only – Vehicle PASSED Inspection (No Further Action Required)	0.3	ZFAT	N/A
9107078	Split Repair – Includes Inspection	10.0	ZFAT	*
9107079	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	**

Important: Please select the appropriate labor code when submitting the claim. 9107019 should only be used if the vehicle **PASSED** the inspection.

*The amount identified in “Net Item” should represent the actual sum total of the current GMCCA Dealer net price for paint and supplies, seam sealer, and anti-corrosion material to perform the required repairs, not to exceed \$325.48 USD (\$448.78 CAD).

Note: To avoid having to “H” route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

Floor Plan Reimbursement – NEW INVENTORY ONLY

****USA & Canada Dealers Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (October 19, 2023) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 35 days).

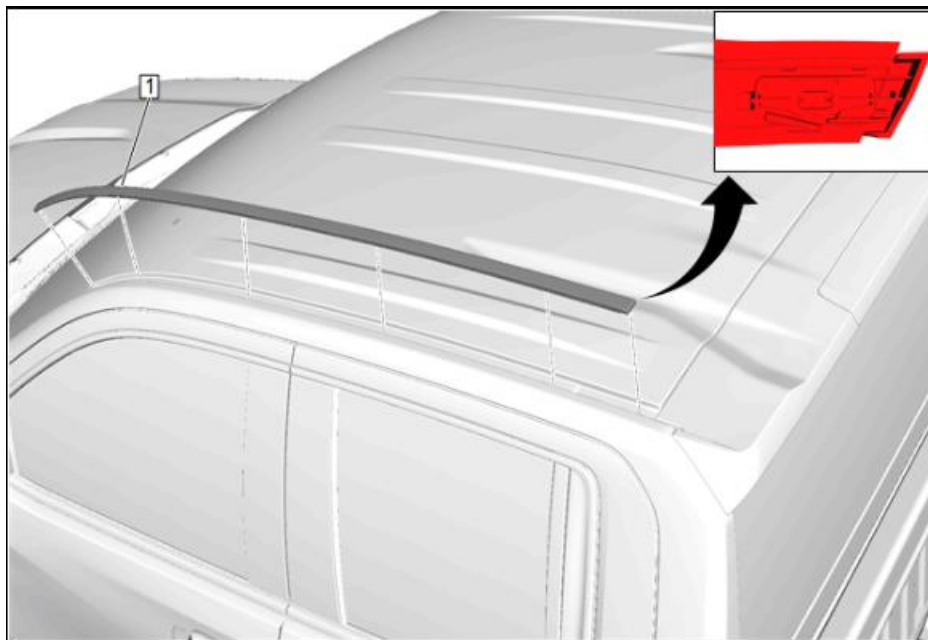
Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2024 Chevrolet Silverado	\$16.86	\$10.33
2024 GMC Sierra	\$20.11	\$12.84

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Service Procedure

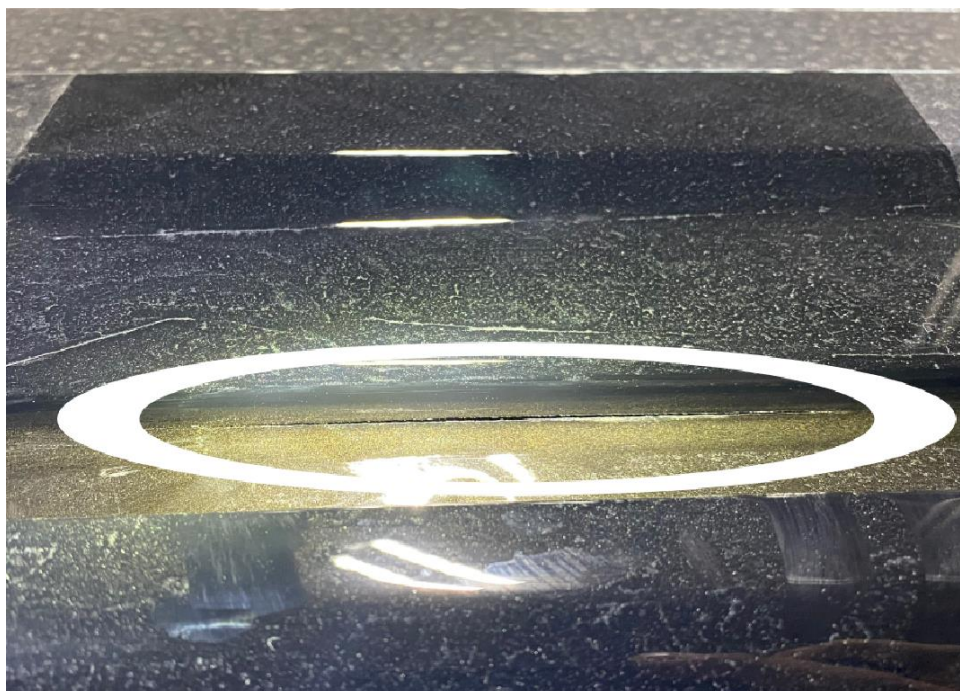


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Note: Use caution when removing the Passenger Side Roof Panel Joint Finish Molding to prevent damage to either the part or the roof.

Note: Driver side shown, passenger side similar.

1. Carefully remove the Passenger Side Roof Panel Joint Finish Molding (1). Refer to *Roof Panel Joint Finish Molding Replacement* in SI. Set molding aside for use in either Step #2 or Step #16.



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Note: The crack can be located anywhere along the channel and may be difficult to see.

2. Using a bright light, visually inspect the entire Roof Channel on the passenger side for any signs of cracks, shown above.

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- If a crack is NOT found, install the Passenger Side Roof Panel Joint Finish Molding (1). Refer to *Roof Panel Joint Finish Molding Replacement* in SI. No further action is required.
- If a crack IS found during the inspection process, proceed to step 3.

Caution: Any and all repairs should be made ONLY by a certified collision repair technician.

3. Remove the Passenger Side Front and Rear Row Roof Rail Airbag. Refer to *Front and Rear Row Roof Rail Airbag Replacement* in SI.
4. Inspect the Headlining Trim Panel for any signs of water damage or intrusion. Repair as necessary.
5. Cover all interior surfaces with welding blankets for protection against weld spatter.



Warning: When working with any type of glass or sheet metal with exposed or rough edges, wear approved safety glasses and gloves in order to reduce the chance of personal injury.

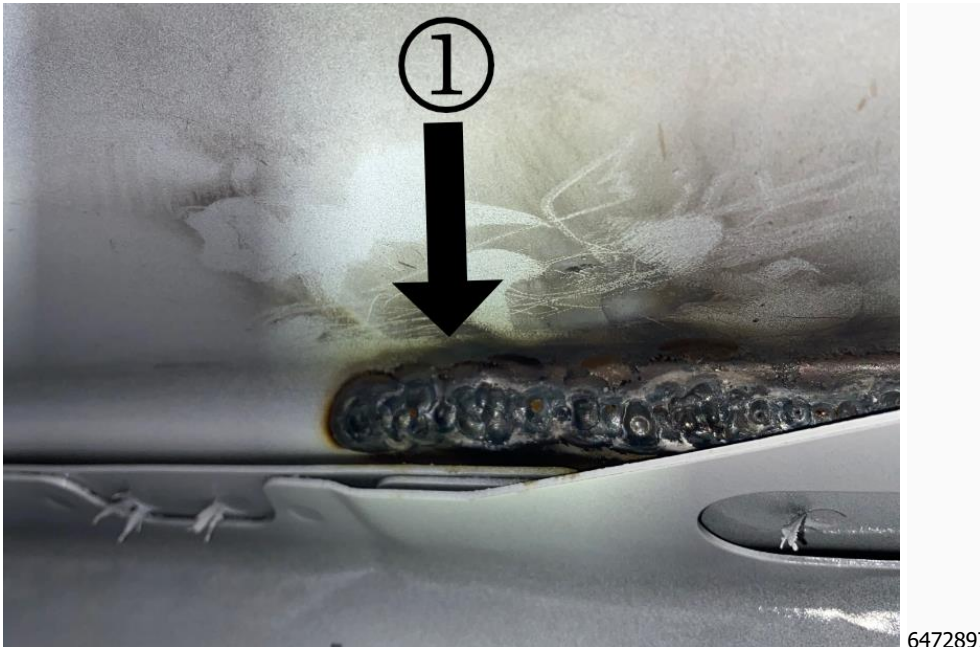
6. Using a 1/8 in drill bit, drill a hole at each end of the crack. This will stop the crack from spreading.
7. Prepare the area for welding as necessary.

Warning: To avoid personal injury when exposed to welding flashes or to galvanized (Zinc Oxide) metal toxic fumes while grinding/cutting on any type of metal or sheet molded compound, you must work in a properly ventilated area, wearing an approved respirator, eye protection, earplugs, welding gloves, and protective clothing. In addition, when grinding aluminum components, always use an extraction system to remove high dust concentration due to risk of explosion. Use weld blankets to protect High Voltage Battery Case, High Voltage Cables and Components, Fuel Tank, Fuel Lines, Brake Lines, and any areas that may be harmed by sparks from grinding and welding.

8. MIG weld the split by working each end of the split.
9. Ensure the weld is secure by using a strong light to see if any light can be seen through the weld.

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10. Apply an appropriate anti-corrosion material to the underside of the weld (1). Refer to *Anti-Corrosion Treatment and Repair* in SI for an approved list of materials.

11. Apply an appropriate seam sealer to the underside of the weld (1). Refer to *Anti-Corrosion Treatment and Repair* in SI for an approved list of materials.

Note: After the surface is prepped for paint, ensure a zinc-rich primer is used to coat the surface prior to painting.

12. Prepare the outer roof panel area for painting as necessary.

13. Paint the repaired area by blending the base coat.

Caution: DO NOT blend the clear coat.

14. Clear coat the ENTIRE Outer Roof Panel.

15. Install the Passenger Side Front and Rear Row Roof Rail Airbag. Refer to *Front and Rear Row Roof Rail Airbag Replacement* in SI.

16. Install the Passenger Side Roof Panel Joint Finish Molding (1). Refer to *Roof Panel Joint Finish Molding Replacement* in SI.

Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through December 31, 2025. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

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In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through December 31, 2025, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle in the near future.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**